

What is claimed is:

1. A method of contact manipulation and retrieval in a communication system, comprising the steps of:
 - receiving a message having contact information;
 - converting the contact information to contact data having a predetermined searchable format;
 - storing the contact data; and
 - searching the stored contact data;
 - wherein the contact data is searched for at least one item of information.
2. The method according to claim 1, wherein the message is a voice message, and wherein the voice message is packetized to thereby convert contact information in the voice message to contact data.
3. The method according to claim 1, wherein the message is a voice message, and wherein the voice message is converted to text as the contact data.
4. The method according to claim 1, wherein the message is a voice message, and wherein the voice message is packetized, and wherein the packetized voice message is converted to text as the contact data.
5. The method according to claim 1, wherein the system has at least one agent, and wherein the method further comprises providing at least one plug-in that implements conversion and storing of contact data in the communication system;
 - assigning the at least one plug-in to the agent; and
 - activating the at least one plug-in for the agent when a message having contact information is received at the communication system.

6. The method according to claim 5, wherein the communication system has a plurality of agents and a plurality of plug-ins, and wherein the method further comprises determining for a respective agent of the plurality of agents the at least one plug-in, which is assigned to the respective agent.

7. The method according to claim 5, wherein the method further comprises activating the plug-in for the agent when the agent logs onto the communication system.

8. The method according to claim 5, wherein the communication system is an automatic call distribution system.

9. A method of contact manipulation and retrieval in a communication system, comprising the steps of;

providing a plurality of agents and a plurality of format conversion plug-ins;

assigning at least one respective conversion plug-in to a respective agent of the plurality of agents;

receiving a message having contact information by the respective agent;

converting the contact information to contact data having a predetermined searchable format;

storing the contact data; and

searching the stored contact data;

wherein the contact data is searched for at least one item of information.

10. The method according to claim 9, wherein the message is a voice message, and wherein the voice message is packetized to thereby convert contact information in the voice message to contact data.

11. The method according to claim 9, wherein the message is a voice message, and wherein the voice message is converted to text as the contact data.

12. The method according to claim 9, wherein the message is a voice message, and wherein the voice message is packetized, and wherein the packetized voice message is converted to text as the contact data.

13. An apparatus for contact manipulation and retrieval in a communication system, comprising:

means for receiving a message having contact information;

means for converting the contact information to contact data having a predetermined searchable format;

means for storing the contact data; and

means for searching the stored contact data;

wherein the contact data is searched for at least one item of information.

14. The method according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for packetizing the voice message to thereby convert contact information in the voice message to contact data.

15. The method according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for converting the voice message to text as the contact data.

16. The method according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for packetizing the voice message, and means for converting the packetized voice message to text as the contact data.

17. The method according to claim 13, wherein the system has at least one agent, and wherein the apparatus further has:

means for providing at least one plug-in that implements conversion and storing of contact data in the communication system;

means for assigning the at least one plug-in to the agent; and

means for activating the at least one plug-in for the agent when a message having contact information is received at the communication system.

18. The method according to claim 17, wherein the communication system has a plurality of agents and a plurality of plug-ins, and wherein the apparatus further comprises means for determining for a respective agent of the plurality of agents the at least one plug-in, which is assigned to the respective agent.

19. The method according to claim 17, wherein the apparatus further comprises means for activating the plug-in for the agent when the agent logs onto the communication system.

20. The method according to claim 13, wherein the communication system is an automatic call distribution system.